

CITY OF GRAND FORKS

POLICY TITLE: Anonymous Complaints & Letters **POLICY NO:** 104

Incoming – Unsigned and no names

EFFECTIVE DATE: February 6th , 2006 **SUPERSEDES:**

APPROVAL: Council **PAGE:** 1 of 1

POLICY:

Incoming, unsigned correspondence to the Mayor, Council and staff will be treated on an unofficial basis and will not be acknowledged. Anonymous phone calls with complaints may not be investigated.

PURPOSE:

There is no means to communicate with unsigned correspondence and anonymous phone calls with no return address and phone numbers and may even be considered a prank.

PROCEDURE:

- Such correspondence will not be placed on the Council agenda.**
- Such correspondence, if directed to the Mayor and Councillors will be copied for their information.**
- Staff may investigate or address the issue, at its discretion, if the matter deals with City services of a public safety matter.**
- The foregoing also is applicable to anonymous phone calls.**